



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**AT&T Communications of Illinois, Inc.**  
**for Filing Period 10/1/2009 to 12/31/2009**  
**Tracking Number 3215**

**Performance Data - Code Part 730**

|  | October  | November | December  | Quarterly Average |
|--|----------|----------|-----------|-------------------|
| A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)       | 2.20     | 2.10     | 2.80      | 2.37              |
| B. Operator Answer Time - Information Section 730.510(a)(1)                  | 6.41     | 8.71     | 7.19      | 7.44              |
| C. Repair Office Answer Time Section 730.510(b)(1)                           | 6.00     | 11.00    | 1203.00 * | 406.67 *          |
| D. Business or Customer Service Answer Time Section 730.510(b)(1)            | 8.00     | 8.00     | 8.00      | 8.00              |
| E. Percent of Service Installations Section 730.540(a)                       | 97.76 %  | 100.00 % | 100.00 %  | 99.25 %           |
| F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a) | 75.00% * | 76.19% * | 86.67% *  | 79.29% *          |
| G. Trouble Reports per 100 Access Lines Section 730.545(a)                   | 0.08     | 0.05     | 0.09      | 0.07              |
| H. Percent Repeat Trouble Reports Section 730.545(c)                         | 7.79 %   | 0.00 %   | 2.56 %    | 3.45 %            |
| I. Percent of Installation Trouble Reports Section 730.545(f)                | 0.00 %   | 0.00 %   | 0.00 %    | 0.00 %            |
| J. Missed Repair Appointments Section 730.545(h)                             | 0        | 0        | 0         | 0                 |
| K. Missed Installation Appointments Section 730.540(d)                       | 0        | 0        | 0         | 0                 |

**Credit due in accordance with Section 732.30(a)**

| Out of Service More Than 24 Hours  | October | November | December | Totals  |
|--|---------|----------|----------|---------|
| A. Total dollar amount of all customer credits paid  | \$0.00  | \$0.00   | \$21.52  | \$21.52 |
| B. Number of credits issued for repairs - 24-48 hours                                      | 0       | 0        | 0        | 0       |
| C. Number of credits issued for repairs - 48-72 hours                                      | 0       | 0        | 0        | 0       |
| D. Number of credits issued for repairs - 72-96 hours                                      | 0       | 0        | 0        | 0       |
| E. Number of credits issued for repairs - 96-120 hours                                     | 0       | 0        | 0        | 0       |
| F. Number of credits issued for repairs > 120 hours  | 0       | 0        | 0        | 0       |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0       | 0        | 0        | 0       |
| H. Number of customers receiving alternate phone service rather than receiving a credit    | 0       | 0        | 0        | 0       |

**Credit due in accordance with Section 732.30(b)**

| Failure to Install Basic Local Exchange Service  | October | November | December | Totals |
|--|---------|----------|----------|--------|
| A. Total dollar amount of all customer credits paid  | \$0.00  | \$0.00   | \$0.00   | \$0.00 |
| B. Number of installations after 5 business days   | 0       | 0        | 0        | 0      |
| C. Number of installations after 10 business days  | 0       | 0        | 0        | 0      |
| D. Number of installations after 11 business days  | 0       | 0        | 0        | 0      |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0       | 0        | 0        | 0      |
| F. Number of customers receiving alternate phone service rather than receiving a credit    | 0       | 0        | 0        | 0      |

**Credit due in accordance with Section 732.30(c)**

| Missed Appointments  | October | November | December | Totals |
|--|---------|----------|----------|--------|
| A. Total dollar amount of all customer credits paid  | \$0.00  | \$0.00   | \$0.00   | \$0.00 |
| B. Number of customers receiving credits   | 0       | 0        | 0        | 0      |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0       | 0        | 0        | 0      |

**Additional Information**

**Disclaimer:**

P730 C&D represents IL Lg bus; Nat Sm bus=Oct 27&16;Nov 10&13;Dec 18&10;Item C due in part to a center migration;Item F results due to various reasons including weather and cable outages;Item I not available.